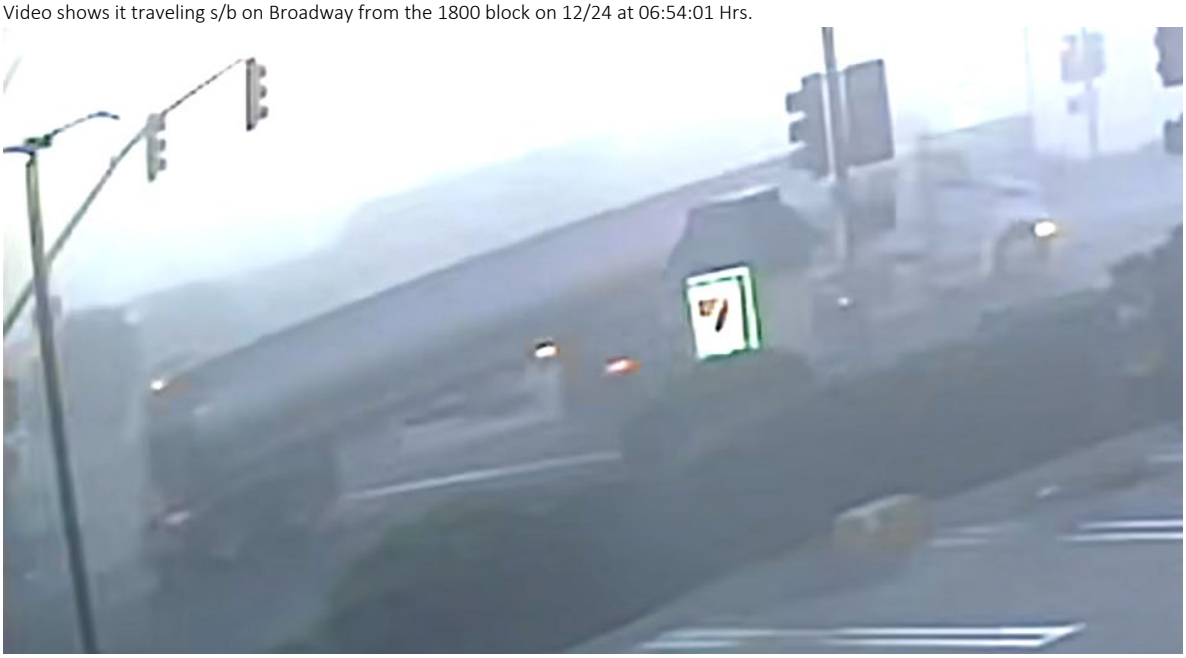
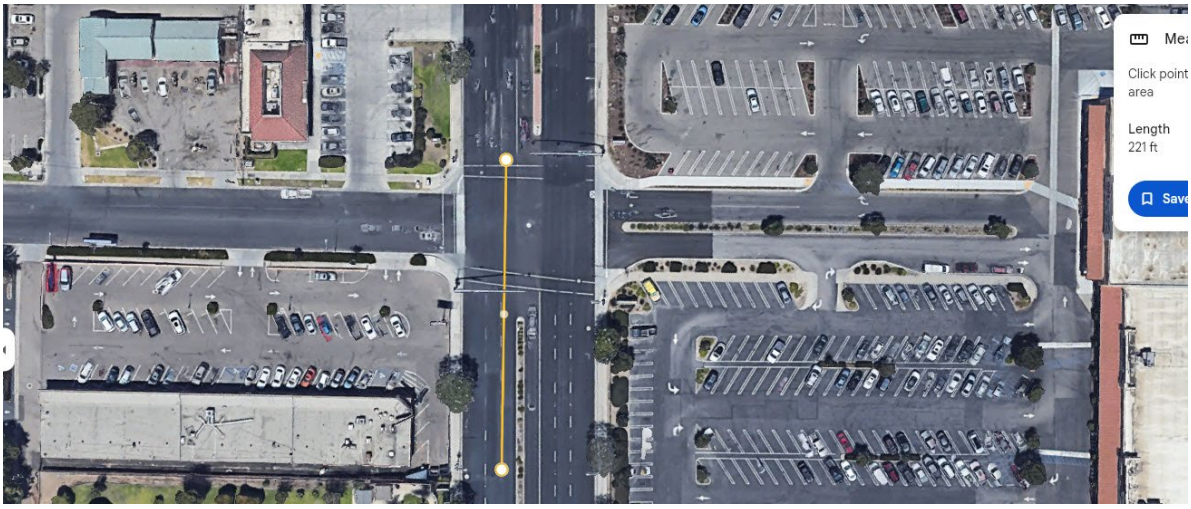
From: Stephen Best
To: Flock Safety; Libby Landers; brendon.norton@flocksafety.com
Cc: Daniel Cohen; Eligio Lara; Daniel Rios; Scott Casey; Trevor Hutton; Michael Balcorta; Stephen Best; Gina Rush
Subject: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)
Date: Wednesday, January 3, 2024 12:45:48 PM
Attachments: image001.png

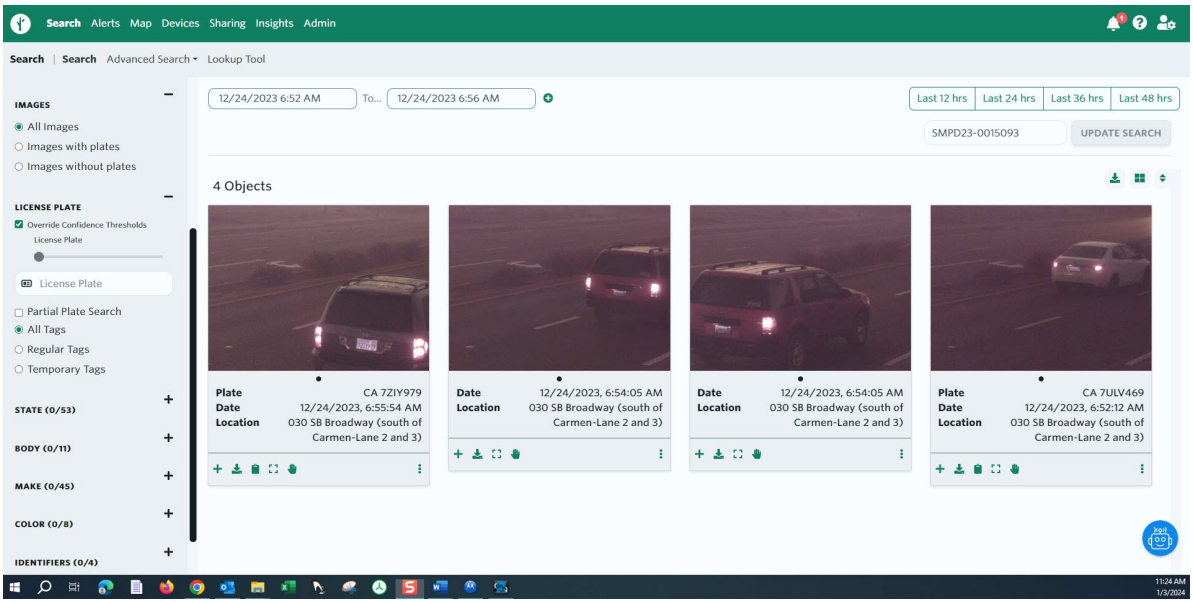
Flock Safety Support,
I'm writing to express disappointment with the performance of your cameras on a recent case.
A semi tractor pulling a tanker trailer entered our city and stole 6,000 gallons of fuel and left without being recorded by any of our 166 Flock cameras.
Video shows it traveling s/b on Broadway from the 1800 block on 12/24 at 06:54:01 Hrs.



Flock Camera "030-SB Broadway (south of Carmen-Lane 2 and 3) is less than 200 feet away and the truck definitely passes the camera as there is no place to turn prior to the camera.



A search of All Images from this camera for 0652-0656 Hrs. does not show the semi and trailer at all.

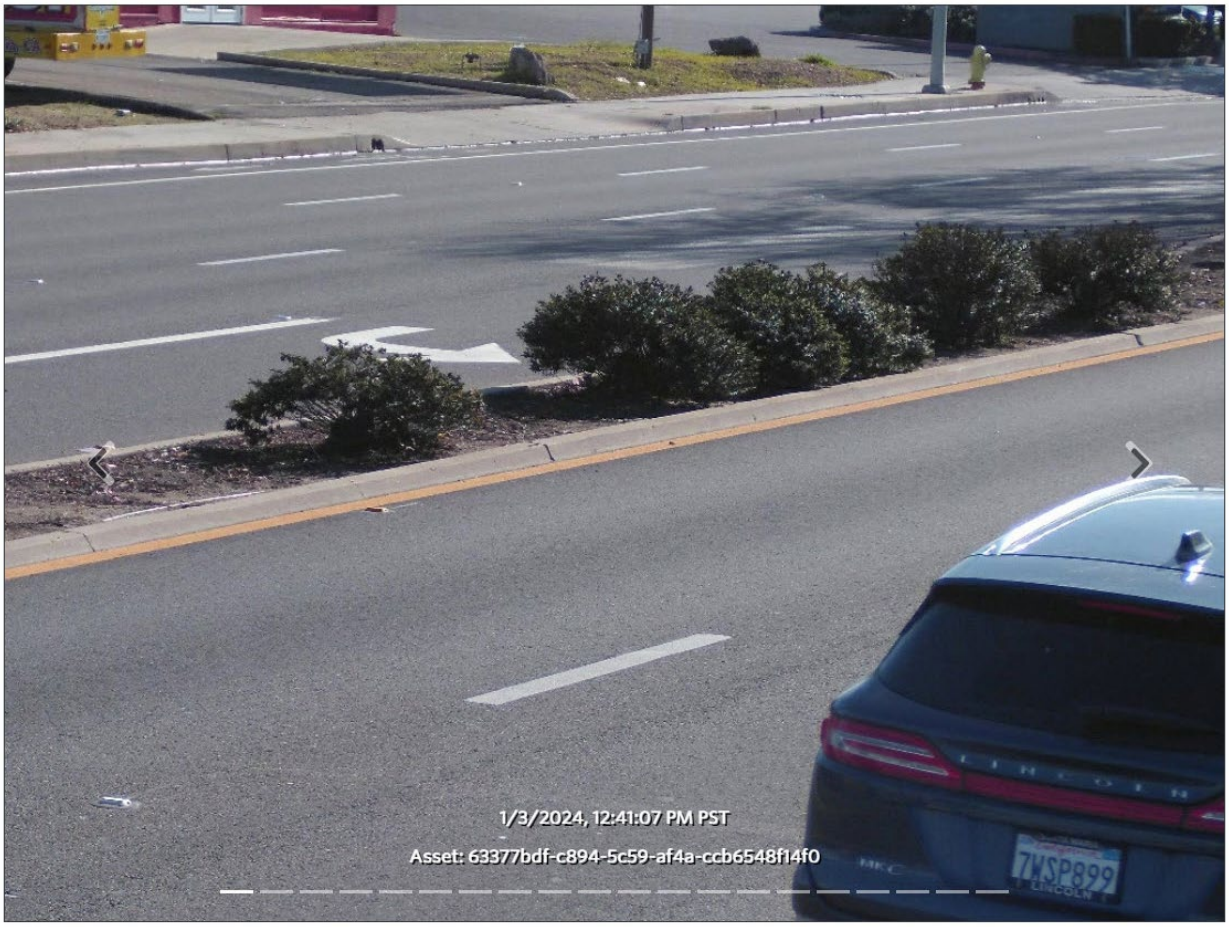


However, about 40 minutes later, the camera does get a partial photo of an un-related semi and tanker trailer but misses the plate.

I am very disappointed with the performance of Flock. This was a perfect scenario where Flock could have helped solve a crime.

As far as Adjustments. Camera "030 SB Broadway (south of Carmen-Lane 2 and 3) clearly is pointing more at Lane 1 and 2. (which I think is ok, so I may re-name the camera)
Do you think moving the angle more to the right might get better coverage of Lane 1 and 2 and possibly a bit of lane 3 and not so much of the

n/b lanes?
Also, can the timing be changed on the camera so it can get multiple images of each passing vehicle and maybe get the side and rear of semi trucks?



Thank you!

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